

Commonwealth of Massachusetts
Executive Office of Health and Human Services



Health Information Technology Council February Update

February 3, 2014



Agenda



Today's Agenda:

- 1. Meeting Minutes approval [5 min]**
- 2. Hlway Implementation & Support Update [15 min] – Manu Tandon**
 - a) Outreach & Communications Update
 - b) Operations Update
 - c) HISP-HISP Update
- 3. Advisory Group Update [25 min] – Micky Tripathi**
 - a) Technology, Legal & Policy and Consumer AG updates
 - b) Consent Update
- 4. Hlway Outreach & Sales Update [25 min] – Sean Kennedy**
 - a) Last Mile Program transition planning
 - b) Adoption progress & Use Cases
 - c) Implementation & Interface Grantee progress
 - d) Rally – Hlway Transact-a-thon
- 5. Wrap up [5 min] – Darrel Harmer**



Discussion Item 1: Mass Hlway Update

— Implementation & Support Update

- I. Outreach & Communications Update
- II. Operations Update
- III. HISP-HISP Update



Key Focus Areas Through Transition

1. Ensuring Customer Service and Communication
2. Knowledge Transfer

Next Steps

1. **Reassess and Address**
 - Document the FAQs, build resources
 - Determine and fill the needs
 - Plan for the future, make scalable
2. **Engage and Motivate**
 - Focus on current customer relations
 - Phase 2 Pilot



January Participation Activity

12 New Participation Agreements completed in January:

- Anna Jacques Hospital
- Athol Memorial Hospital
- Community Counseling of Bristol County
- Dr. George Milowe
- Emerson PHO
- Hampden County Physician Associates
- Northern Berkshire VNA
- Pioneer Valley Pediatrics
- Senior Whole Health
- UnitCare Network
- Whittier Health Network
- Winchester Hospital

Current Total = 128 Mass HIway Participant Organizations

Phase 2 Services Addenda executed in January:

- Atrius Health
- Beth Israel Deaconess Medical Center
- Holyoke Medical Center
- Tufts Medical Center



January Connection Activity

39 Organizations Went Live in January:

- Athol Memorial Hospital
- Baystate Franklin
- Baystate Medical Center
- Beverly Hospital
- Christopher House
- Clinical & Support Options
- Community Counseling of Bristol County
- Community Health Center of Franklin County
- Community Healthlink
- Cooley Dickinson Hospital
- Cutchins Programs
- Dr. George Milowe
- EasCare Ambulance Service
- Family Health Ctr of Worcester
- Gardner VNA
- Greater Lawrence Family Health
- Harbor Medical Associates
- Harrington Hospital
- Hebrew Senior Life
- Highpoint Treatment Center
- Holy Trinity Nursing & Rehabilitation
- Joseph M Smith Community Health Center
- Lowell Diabetes & Endocrine Center
- Mercy Medical Center
- Morton Hospital
- North Adams Regional Hospital
- Northern Berkshire Pediatrics
- Northern Berkshire VNA
- Orthopedics of No. Berkshire
- Overlook VNA
- Pentucket Medical Associates
- RiverBend Medical Group
- Senior Whole Health
- South Shore Health System
- UnitCare Network
- Valley Medical Associates
- VNA Care Network
- Whittier Health Network
- Winchester Hospital

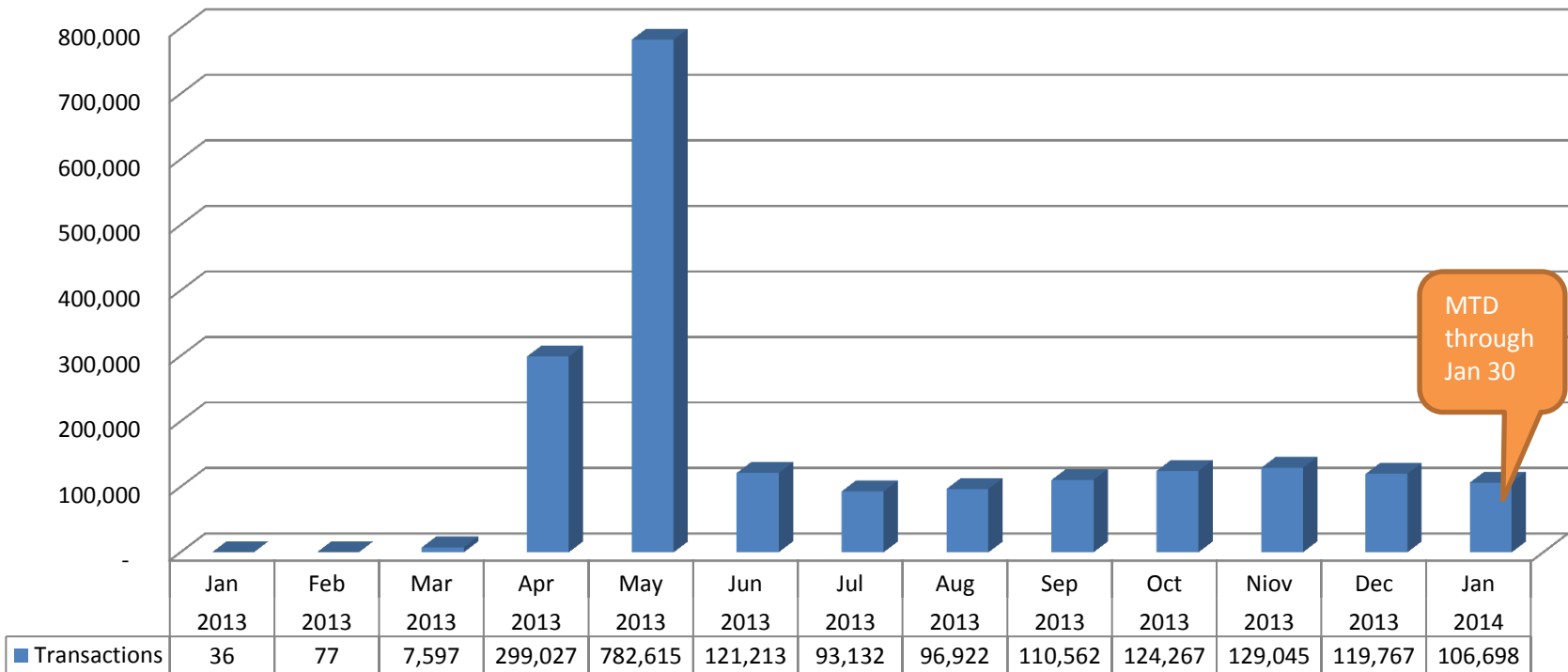
Current Total = 99 Live Mass HIway Connections



January Transaction Activity

- Transactions exchanged during January (MTD as of 1/30) – **106,698**
- Total Transactions (inception to date) – **1,987,556**

Mass HIway Transactions





HISP to HISP Connectivity



Current Status

- Vendor implementation status (Expected go-live Mar 2014)
 - Surescripts
 - Vendor testing complete, preparing for end to end testing
 - eClinicalWorks
 - Vendor testing complete, preparing for end to end testing
 - Dimock successfully sent test message to the HIway via eCW
 - Secure Exchange Solutions (SES)
 - Exchanging test messages and iteratively addressing issues
 - Other HISPs
 - Received messages from McKesson/Relay Health
 - Exchanged anchor certs with MedFX

Vendor Readiness

- Targeted next:
 - AthenaHealth
 - Allscripts
 - Alere
 - Aprima
 - NexJ



Discussion Item 2: Policy & Advisory Group Update

- **Technology, Legal & Policy and Consumer AG updates**
- **Consent Update**



Advisory Group Update



The technology Advisory Group met on January 17th to review and react to the current technical approach for HIway addressing and “Break the Privacy Seal”

- The group discussed the participant addressing convention for sub-organizations
- The group also reviewed how RLS “Break the Privacy Seal” is designed as well as the notification and audit controls of the feature
 - There was general consensus that it is appropriate to have some type of technology protections on access to specific RLS entries
 - There was discussion on whether additional protections could be put in place:
 - Limit standard RLS access to only those organizations that can demonstrate that they have seen the patient
 - Team will evaluate but could require significant development to incorporate and could have implications on other functions and policies
 - Require patient notification of each RLS entry created
 - Would entail significant delay in rollout of RLS since Hiway does not yet have business/process model for engaging directly with patients



Advisory Group Update



The Legal and Policy Advisory Group met on January 21st to review and react to the policy guiderails for the following:

- Listing in RLS of organizations whose name may disclose sensitive condition when listed with a patient name
- RLS Access for non-data contributors
- RLS "Break the Privacy Seal" – Review of design / policy approach
- Sub-Organization addressing approach
- General group consensus on current approach

The Consumer Advisory Group met on January 29th to review and react to the following:

- Update on the EOHHS Communications approach – The group will be working with EOHHS communications to vet content in the coming weeks
- Mass HIway Phase 2 Consent – The group brainstormed ideas to help make the consent choice as meaningful as possible - The group suggested additions to the consent form to allow multiple choices: "Yes", "No", "I need more information"
 - Team evaluating implications that this may have on workflow, increased possibility for transcription errors in recording consent, and complexity of consent



Consent Update



- **A Consent Ad Hoc Group** (consisting of privacy/security/compliance personnel from BID, Tufts, Atrius, Holyoke Health, Hallmark Health, Partners Healthcare, Winchester, Baystate Health, PVIX, and EOHHS) **met to discuss consent approaches for Phase 2**
- **After weighing many options, the group unanimously agreed on a two-part consent approach:**
 - Simple, clear consent to have authorized organization use the HIway
 - Standardized State-provided educational materials to support consent decision
- **Key decision factors/assumptions**
 - Ease of understanding: put important content into consumer-friendly educational materials rather than complex consent forms
 - Flexibility: allow organizations to integrate with their workflows and other consents
 - Standardization: so that patients are not confused when they move across entities and to reinforce education
 - Adaptability: so that consent forms do not have to be changed every time the HIway adds new features
 - Adoptability: recommended but not required simple standalone template that organizations can use right away if so desired



2-Part Consent Approach



To be defined: Illustrative Example

*Insert organization's logo or
provider contact information/
letterhead here*

Consent for Massachusetts Health Information Hiway

I consent to allow my provider to use the Massachusetts Health Information Highway (Mass Hiway) to disclose my medical information to other authorized health care organizations.

I acknowledge that I have received and understand the educational material about the Mass Hiway.

Printed Name of Patient/Personal Representative/Guardian

Signature of Patient/Personal Representative/Guardian

Date

To be defined: Illustrative Example

OVERVIEW

The Mass Hiway

The days of relying on paper charts, phone calls and fax machines to send and receive a patient's health information are ending. That system is unreliable and time-consuming and often leaves care providers with an incomplete picture of a patient's medical history. That means wasted time and resources – and even medical errors – which isn't good for the patient, provider or healthcare system as a whole.

Enter the health information exchange – a secure network for efficiently sharing electronic health records and other similar technologies that allow records populated with standardized data to be shared and integrated, freeing vital data from information silos.

The Massachusetts Health Information Highway Hiway, is the first and only statewide health information exchange (HIE) in the Commonwealth. It enables the secure electronic exchange of patient health information among diverse providers, including doctors' offices, pharmacies, hospitals, and other healthcare organizations.

Improving Health

The Mass Hiway is the first and only statewide health information exchange (HIE) in the Commonwealth. It enables the secure electronic exchange of patient health information among diverse providers, including doctors' offices, pharmacies, hospitals, and other healthcare organizations.

During the Hiway's launch, Governor Deval Patrick was among the first participants, sending this electronic information from Massachusetts General Hospital in Boston to Baystate Medical Center in Springfield. The Hiway quickly demonstrated how it could provide doctors, clinicians and other healthcare participants with a patient's comprehensive medical history and the ability to securely and seamlessly transmit vital data.

The Hiway's Numerous Benefits Include:

- Positively influencing care coordination and delivery due to improved information
- Reducing costs throughout the system
- Improving patient safety and analytics

Hiway Deployment

The Mass Hiway is being deployed in two phases.

In Phase One, providers will be able to "push" data to another organization that is also connected to the Hiway. This is also known as a provider-directed exchange.

In Phase Two, providers and other organizations on the Hiway will be able to request and receive patient information, also known as a query-based exchange. Public health registries will be also be developed.



Discussion Item 3: Mass Hlway Update

— Outreach & Sales Update (Last Mile Program)

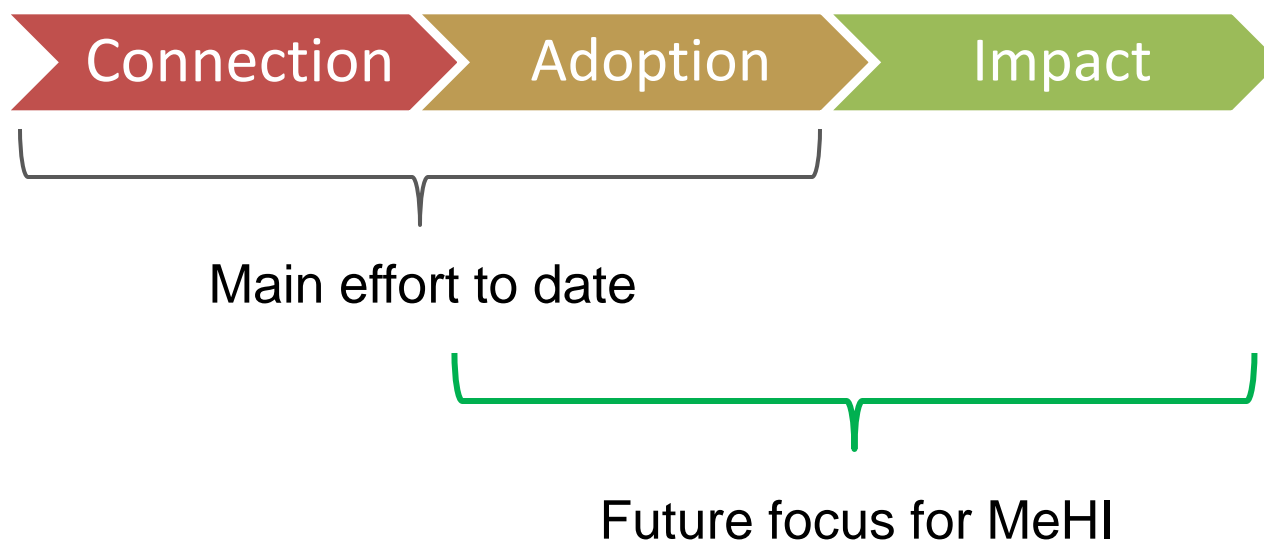
- I. Last Mile Program transition planning
- II. Adoption progress & Use Cases
- III. Implementation & Interface Grantee progress
- IV. Rally – Hlway Transact-a-thon



Last Mile Program Transition



- **Last Mile mission shifts for MeHI.**



- **As the Last Mile Program transitions, key themes emerge:**
 - Ensuring Customer Service and Documentation of Lessons
 - Creating Value and Building Resources



Ensuring Customer Service and Documentation of Lessons

- **Pipeline Handover to EOHHS**
 - Handover calls scheduled for onboarding
 - Introductions/update notifications for leads
 - Contacts and status reports created and reviewed
- **Knowledge Transfer to EOHHS**
 - Documenting common questions from the field (re: participation agreement, connection considerations, acquisition process)
 - Sharing best practices
 - Status by focus area
 - Other documents (workflows, process) reviewed and shared



Seizing Opportunity - Creating Value and Building Resources

MeHI & EOHHS continue to partner and collaborate

- **Build Value**

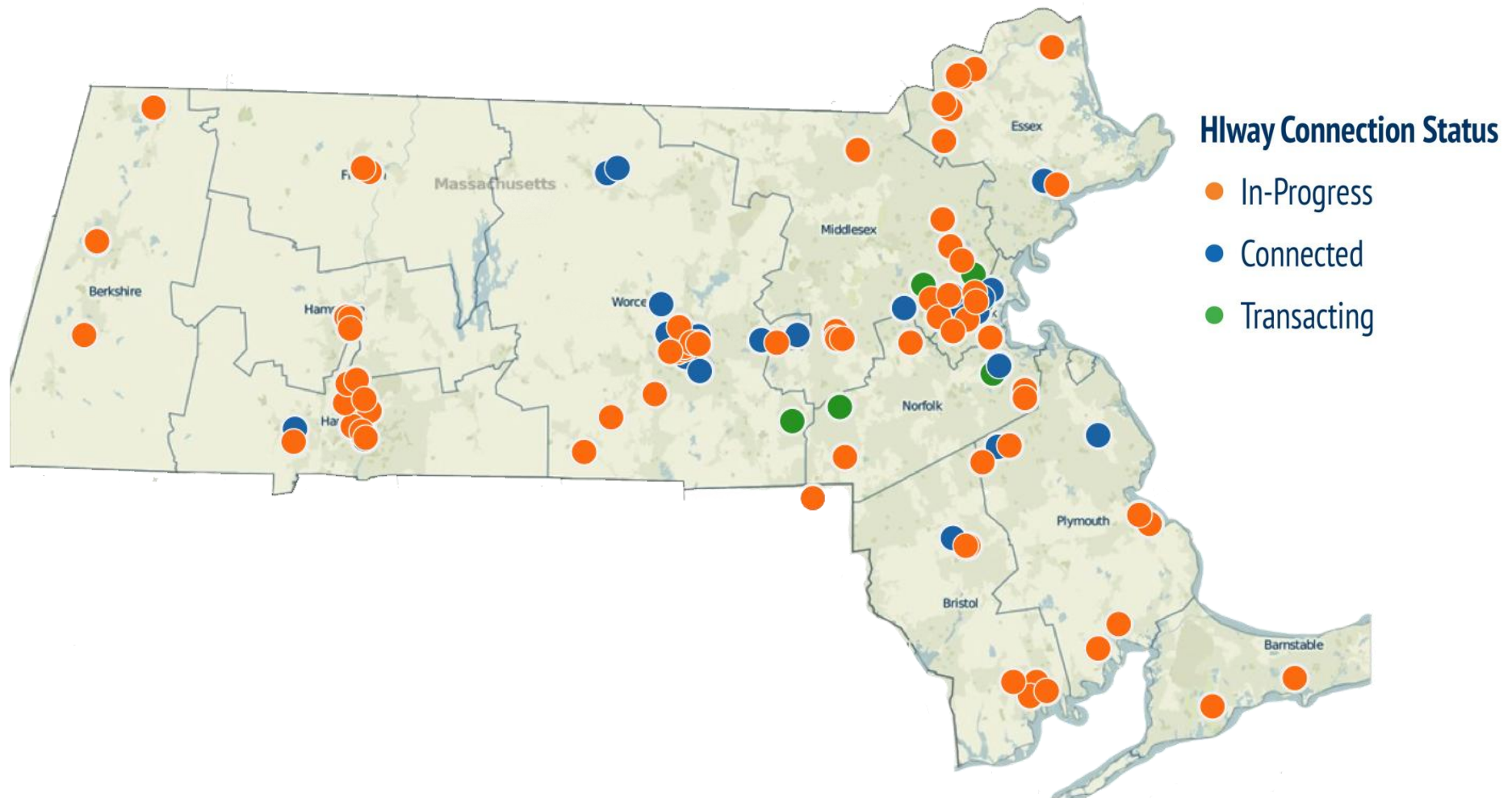
- Engage participants: What do they need to transact successfully?
- Strengthen current referral circles and trading partners

- **Building Resources**

- Use Case Library: documenting practical, accessible applications
- Consumer educational collateral: review, development, distribution
- Targeted Education Campaign: webinars, seminars
 - e.g. convene small group of live participants
 - What were their struggles and successes?
 - How can that be presented to motivate the community?
- FAQ Library: Standardizing responses to barriers or questions
- Participant map with status (help to identify trading partners)

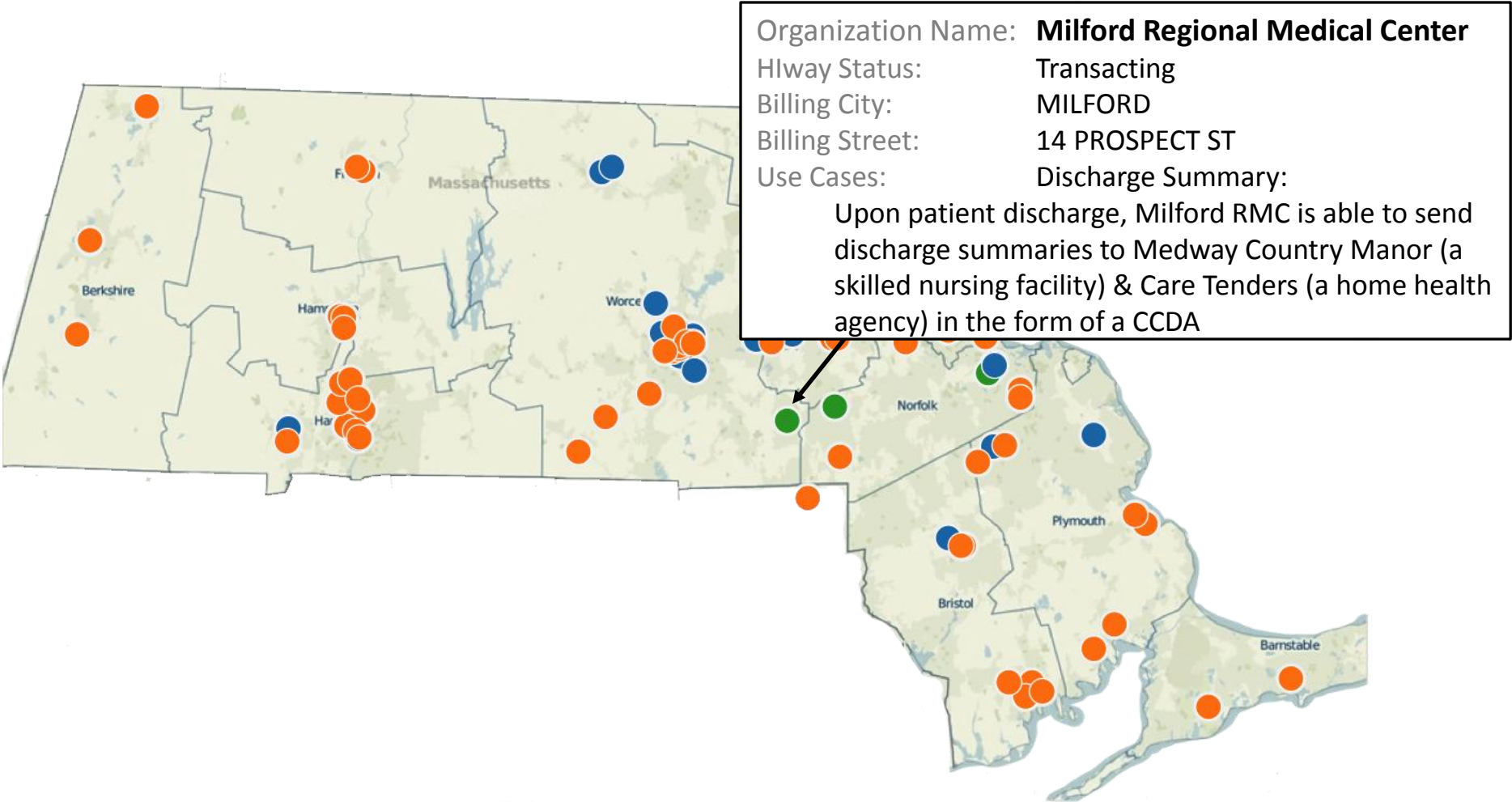


Connection Progress by Region





Connection Progress by Region





Use Cases 'Transacting' on the HIway

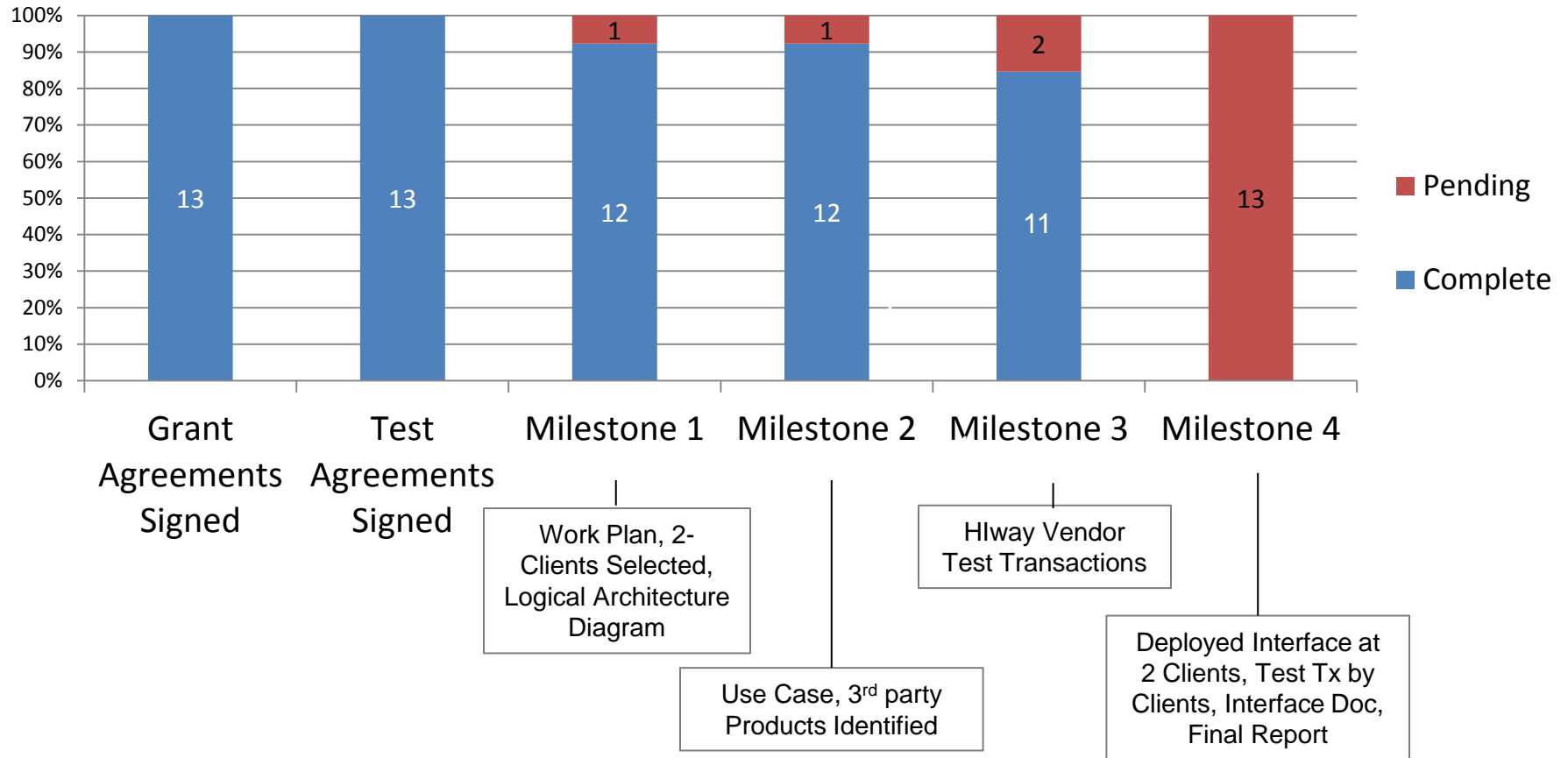


Use Case	Trading Partners
Discharge Summary	Milford Regional Medical Center <i>Milford</i> Medway Country Manor <i>Medway</i> Care Tenders <i>Multiple locations</i>
Care Summary	Beth Israel Deaconess Medical Center <i>Boston</i> Mass General Hospital <i>Boston</i>
Care Plans	Brockton Neighborhood Health Center <i>Brockton</i> Network Health <i>Medford</i>
	Tufts Medical Center <i>Boston</i> Network Health <i>Medford</i>

Use Case	Trading Partners
Quality Reporting	Beth Israel Deaconess Medical Center <i>Boston</i> Mass eHealth Collaborative <i>Waltham</i>
Public Health Reporting (city) <i>Syndromic Surveillance</i>	Tufts Medical Center <i>Boston</i> Beth Israel Deaconess Medical Center <i>Boston</i> Boston Public Health Commission <i>Boston</i>
Public Health Reporting <i>Immunization</i>	Beth Israel Deaconess Medical Center <i>Boston</i> Beverly Hospital <i>Beverly</i> Heywood Hospital <i>Gardner</i> MA Department of Public Health



HIway Interface Grants | Progress





HIway Implementation Grants | Progress





The Rally...a Hlway Transact-a-thon



- **Purpose**

- To accelerate organizational efforts to connect to the Hlway
- To serve as a rally point to synchronize trading partner activity
- To show thanks to ONC

- **Value**

- Build awareness among your community
- Gain interest in accelerating your connection to the Hlway
- Showcase a success story
- Shed light on your team's impressive effort

- **How you may help**

- Please register your organization
 - <http://www.mehi.masstech.org/calendar/event/2386>
- Connect us to your Social Media person





The Rally...a HIway Transact-a-thon



Organizations Registered to Participate

Community Health Link
Ahmed Basheer MD, PC
Massachusetts Pain Care Specialists
Cambridge Health Alliance
Milford Regional Medical Center
Brockton Neighborhood Health Center
Emerson Hospital
Steward Healthcare
Community Care Linkages
Baystate Health
MetroWest Medical Center
Whittier Health Network
Orion Health
MAeHC
Tenet
MIT

Massachusetts Health Policy Commission
Pinnacle Health Management
Harbor Medical Associates
Children's Hospital PPOC
Perfect Search Corporation
Family Medicine Associates LLC
The Dimock Center
Essex Group Management
Lawrence General Hospital
Office of the National Coordinator
Massachusetts Hospital Association
Secure Exchange Solutions
The Advisory Board
Point of Care Partners

Registered

29



#MassHIway
February 6, 2014



**How to Participate in the Rally
Webinar
Monday, 2/3 12pm**



The Rally...a HIway Transact-a-thon



Join the Rally
#MassHIway
February 6, 2014



ONC @ONC_HealthIT · Jan 23

Who's In? MT @BrettLCampbell: .Mass. is here at #ONC2014 and wants you to join and participate in #MassHIway RALLY! pic.twitter.com/Xii8TfZR22

[Hide photo](#)

Reply Retweet Favorited More





Discussion Item 4: Wrap Up



HIT Council meeting schedule



HIT Council 2014 Meeting Schedule*:

- January 13
- February 3
- **March 3**
- April 7
- May 5
- June 9
- July 7
- August 4
- September 8
- October 6
- November 3
- December 8

**All meetings to be held from 3:30-5:00 pm at One Ashburton Place, 21st Floor, Boston, unless otherwise noted*